

# Sustainable Seychelles Certification Operators' Manual for Restaurant



**SUSTAINABLE SEYCHELLES**  
Safeguarding Seychelles For Tomorrow

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## Introduction

Welcome to the Operator's Manual for Restaurant for the Sustainable Seychelles certification program. This guide is designed to help restaurant owners and managers implement sustainable practices, improve their environmental performance, and contribute to the overall sustainability of Seychelles' tourism industry.

## Understanding Sustainability in Restaurants

Sustainability in the restaurant industry involves:

- Efficient use of resources (energy, water, food)
- Waste reduction and management
- Supporting local communities and economies
- Preserving local culture and environment
- Providing excellent guest experiences
- Ensuring fair treatment of staff

By adopting sustainable practices, your restaurant can reduce operational costs, enhance guest satisfaction, and contribute to the long-term viability of Seychelles as a premier tourist destination.

## Certification Process

The Sustainable Seychelles certification process is designed to be thorough, fair, and transparent. Here's a detailed breakdown of each step:

### 1. Self-Assessment

**What it involves:** You'll receive a comprehensive self-assessment form that covers all aspects of sustainable restaurant operations.

**What you need to do:**

- Go through each criterion on the form and honestly evaluate your current practices.
- Gather evidence (documents, photos, records) to support your responses.
- Identify areas where you're already excelling and areas that need improvement.

**Why it's important:** This step helps you understand the certification requirements and gives you a clear picture of where your restaurant stands in terms of sustainability.

## 2. Application

What it involves: Submitting your formal application to participate in the certification program.

What you need to do:

- Complete the official application form with your restaurant's details.
- Include your completed self-assessment form.
- Pay the application fee.

What happens next: The Sustainable Seychelles certification team will review your application and self-assessment to ensure you're ready for the on-site evaluation.

## 3. On-Site Evaluation

What it involves: A visit from a certified assessor who will conduct a thorough evaluation of your restaurant's sustainability practices.

What to expect:

- The assessor will tour your facility, observing your operations and practices.
- They'll review documents, speak with staff, and may even interact with guests.
- The assessment will cover all areas from the self-assessment form.

How to prepare:

- Ensure all relevant staff are available and prepared to answer questions.
- Have all necessary documentation readily accessible.
- Be ready to demonstrate your sustainable practices in action.

## 4. Verification

What it involves: A thorough review of the assessment results by the Sustainable Seychelles certification team.

What happens:

- The assessor's findings are carefully examined for completeness and accuracy.
- Any unclear points are clarified with the assessor or your restaurant.
- A final score is calculated based on the verified results.

Why it's important: This step ensures that all assessments are conducted fairly and consistently across all applicants.

## 5. Endorsement by Awards Panel

**What it involves:** The Sustainable Seychelles secretariat presents the verified results to an independent Awards Panel for final approval.

**Who is on the panel:** The panel consists of experts in sustainability, tourism and quality assurance.

**What they do:**

- Review the assessment results and verification process.
- Discuss any exceptional cases or unusual circumstances.
- Make the final decision on whether to award the certification.

**Why it's important:** This step adds an extra layer of credibility and ensures that the certification maintains high standards.

## 6. Certification

**What it involves:** If your restaurant meets or exceeds the required standards, you'll be awarded the Sustainable Seychelles certification.

**What you receive:**

- An official certificate recognizing your achievement.
- Permission to use the Sustainable Seychelles certification logo in your marketing materials.
- Listing on the official Sustainable Seychelles certification website.

**Validity:** The certification is valid for two years.

**What's next:**

- Implement any recommended improvements from the assessment.
- Continue to monitor and improve your sustainable practices.
- Prepare for recertification before the two-year period ends.

Remember, the certification process is not just about getting a label – it's a journey of continuous improvement. Each step provides valuable insights that can help you enhance your restaurant's sustainability, regardless of the final outcome.

If you have any questions at any stage of the process, the Sustainable Seychelles certification team is here to support you.

# Achieving Sustainable Seychelles Certification

## What is the Sustainable Seychelles certification?

The Sustainable Seychelles certification is a comprehensive, points-based program designed to recognize and promote sustainable practices in the tourism industry. Our independent assessors evaluate your business based on a wide range of sustainability criteria.

## How does the certification work?

To earn the Sustainable Seychelles certification, your business needs to demonstrate a commitment to sustainability through both mandatory and optional practices. Here's what you need to know:

1. **Meet the Essentials:** There are 22 "must" criteria that all businesses need to fulfill. These form the foundation of sustainable operations.
2. **Score in Every Area:** Your business needs to achieve a minimum score of 6 points in each of our sustainability themes.
3. **Go the Extra Mile:** Earn an additional 6 points in any area to showcase your commitment to sustainability.

## What's the target score?

The total points needed for certification is 54 points out of a total possible 183 points.

## Is it achievable for all businesses?

Absolutely! We've designed our criteria to be inclusive and adaptable:

- Some businesses may find they already meet many of our criteria.
- For others, achieving certification may be a gradual process.
- Our program encourages steady improvement in sustainability practices.

Remember, sustainability is a journey. Whether you're just starting out or you're already implementing many sustainable practices, the Sustainable Seychelles certification is designed to recognize and support your efforts towards a more sustainable future.

## Implementing Sustainable Practices

The Sustainable Seychelles certification standards are designed to provide a comprehensive framework for assessing and improving sustainability in tourism businesses. To make this process

more manageable and focused, we've organized our standards into eight key areas, which we call "themes."

In the following sections, we'll break down each theme. For each theme, you'll find:

- An explanation of why this theme is important for sustainability
- The specific criteria you'll be assessed on within this theme
- Examples of best practices related to the theme
- Key actions will contain tips for improving your performance in this area

By understanding these themes and their requirements, you'll be well-equipped to assess your current practices, identify areas for improvement, and work towards achieving the Sustainable Seychelles certification.

## 1. Management

- Develop a written sustainability policy
- Set clear, measurable sustainability goals
- Assign responsibility for sustainability initiatives
- Regularly review and update your sustainability strategy

### *Key Actions:*

- *Create a green team with representatives from different departments*
- *Develop a sustainability action plan with short-term and long-term goals*
- *Implement a system to track progress on sustainability initiatives*

## 2. Waste Management

- Implement a comprehensive recycling program
- Reduce food waste through proper ordering, storage, and preparation
- Compost organic waste where possible
- Minimize use of single-use plastics

### *Key Actions:*

- *Conduct a waste audit to identify major sources of waste*
- *Train staff on proper waste sorting and recycling procedures*
- *Partner with local farmers or organizations to donate excess food*
- *Replace disposable items with reusable alternatives where possible*

### 3. Water Conservation

- Install water-efficient fixtures and appliances
- Implement water-saving practices in the kitchen and restrooms
- Harvest rainwater for non-potable uses where feasible

#### *Key Actions:*

- *Install low-flow faucets, toilets, and pre-rinse spray valves*
- *Fix leaks promptly and conduct regular maintenance checks*
- *Train staff on water-saving techniques (e.g., thawing food in refrigerator instead of under running water)*
- *Use drought-resistant plants in landscaping*

### 4. Energy Efficiency

- Upgrade to energy-efficient lighting and kitchen equipment
- Implement an energy management system
- Consider renewable energy sources like solar panels

#### *Key Actions:*

- *Replace old appliances with ENERGY STAR certified models*
- *Install occupancy sensors for lighting in low-traffic areas*
- *Optimize heating, ventilation, and air conditioning (HVAC) systems*
- *Educate staff on energy-saving behaviours (e.g., turning off equipment when not in use)*

### 5. Staff Engagement and Training

- Provide comprehensive sustainability training for all staff
- Encourage staff to contribute ideas for sustainability improvements
- Recognize and reward staff efforts in sustainability

#### *Key Actions:*

- *Include sustainability in new employee orientation*
- *Conduct regular sustainability workshops and refresher trainings*
- *Implement a green suggestion box or program for staff ideas*
- *Create sustainability champions within each department*

### 6. Conservation and Biodiversity

- Source ingredients from sustainable and local suppliers
- Offer menu items that promote biodiversity
- Support local conservation initiatives



#### *Key Actions:*

- *Create a sustainable purchasing policy prioritizing local, organic, and sustainably sourced ingredients*
- *Offer plant-based menu options to reduce environmental impact*
- *Participate in or sponsor local beach clean-ups or habitat restoration projects*
- *Educate guests about local ecosystems and conservation efforts*

## 7. Community Involvement

- Support local producers and suppliers
- Engage in community events and charitable activities
- Provide employment opportunities for local residents

#### *Key Actions:*

- *Host community events or fundraisers for local causes*
- *Offer internships or training programs for local students*
- *Feature local artisans' work in your restaurant decor*
- *Collaborate with other local businesses on sustainability initiatives*

## 8. Guest Education and Experience

- Communicate your sustainability efforts to guests
- Provide opportunities for guests to participate in sustainable practices
- Gather and act on guest feedback regarding sustainability

#### *Key Actions:*

- *Include sustainability information on your menu and website*
- *Offer eco-friendly takeaway options*
- *Implement a guest sustainability suggestion program*
- *Create engaging sustainability-themed events or specials*

## Monitoring, Reporting and Continuous Improvement

Monitoring and reporting form the backbone of any successful sustainability program. By tracking key performance indicators (KPIs) across various sustainability areas, restaurant operators can gain valuable insights into their operations and identify opportunities for improvement. Here are some tips:

- Stay informed about new sustainable technologies and practices
- Regularly reassess and update your sustainability goals
- Seek feedback from staff, guests, and the local community
- Collaborate with other certified restaurants to share best practices

## Support

Remember, sustainability is a journey of continuous improvement. Every small step counts towards creating a more sustainable future for the tourism industry and for Seychelles.

If you have any questions at any stage of the process, the Sustainable Seychelles certification team is here to support you. Good luck on your sustainability journey!

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